

**California State University, Dominguez Hills**  
**Donald P. and Katherine B. Loker University Student Union, Inc. (LSU)**  
**Board of Directors Meeting Minutes ♦ Friday, April 9, 2021**

1) **Call to Order and Attendance**

Chairperson, Anthony Thompson, called the meeting to order at 10:02 a.m. The meeting was held via video conferencing due to the COVID-19 pandemic.

<u>Present</u>	<u>Absent</u>	<u>Staff</u>	<u>Guests</u>
Anthony Thompson	Erick Garcia	John Stigar	Marci Payne
Angel Salvador	Katie Robinson	Jaime Leal	
John Curiel	Matthew Smith	Giselle Atallah	
Jonathan Molina Mancio		Victor Gonzalez	
Lola White		Melissa Bancroft	
Zack Ritter			
Tamala Lewis			
John Menary			
Dr. Ruttanatip Chonwerawong (Dang)			
Rihab Shuaib			
Deborah Roberson			
Roshni Thomas			
Cecilia Ortiz			
Adam Kasarda			

2) **Approval of Agenda**

ASI Representative Jonathan Molina Mancio moved to approve the agenda for April 9, 2021. Secretary John Curiel seconded the motion.

The motion passed.

***Motion passed. 7-0-1***

3) **Approval of Minutes**

ASI President Rihab Shuaib moved to approve the minutes from the March 5, 2021 Board Meeting. ASI Representative Jonathan Molina Mancio seconded the motion.

The motion passed.

***Motion passed. 7-0-1***

4) **Chairperson's Report**

Chairperson Thompson reported he supported the Board and the LSU's mission by participating on BOD recruitment meetings, and attending subcommittee meetings.

5) **Director's Report**

Director Cecilia Ortiz reported delays in the completion of Café Toro. The project is expected to finish in mid-June. Director Ortiz announced the Toro Touchdown Space will continue service until fall 2021. The LSU plans to prepare for reopening the facility in alignment with University and city guidelines. Director Ortiz announced the Toro Team Access and Infrastructure committee plans to keep meeting and collaboratively working together. Lastly, the Board of Directors student-at-large recruitment period was extended.

*Vice Chairperson Angel Salvador arrived at 10:17 AM.*

6) **Finance Committee Report**

The Finance Committee met on March 17, 2021. The committee discussed the business accounting structure and relationship with Foundation and the University. The next committee meeting is on April 21, 2021.

7) **Facility Use Committee Report**

The Facility Use Committee met on March 25, 2021. The committee discussed Café Toro updates, North East Pathway, and Tangram Furniture Projects. The committee has no recommendations for the Board. The next committee meeting will be on April 29, 2021.

8) **Personnel Committee Report**

The Personnel Committee met on April 8, 2021. The committee discussed BOD Student at Large committee involvement, the LSU Staffing Plan, schedule, Board of Director recruitment, and Director's Evaluation.

9) **Public Comment**

There were no public comments.

10) **Old Business**

a. **Board Engagement with Constituents**

The Board discussed how the Board could best serve the changing needs of the students. The conversation first started at an Executive Committee meeting where they discussed if students are informed about the LSU, its structure, and leadership opportunities. As well as how Board members view their role and scope of responsibility.

Director Ortiz and Vice Chairperson Angel Salvador clarified that the Executive Committee wishes to understand what Board members do to promote LSU opportunities and what does the Board want to do to evolve as an organization.

Chairperson Thompson shared an antidote of a student who shared a concern and their concern was forwarded to the Facility Use Committee. Where a solution was found that propelled facility improvement recommendations and policy for Board consideration. Chairperson Thompson shared his wishes to expedite student concerns to committees. Secretary John Curiel shared his intentions to forward LSU opportunities to students using his network. Director Ortiz encouraged the Board to continue to share ideas on how the LSU can improve its outreach.

*Community Representative Tamala Lewis arrived at 10:30 AM.*

11) **New Business**

a. **LSU Staffing Plan – Position Description Review**

On behalf of the Personnel Committee, Director Ortiz presented the position description for an Assistant to the Director. The position scope of responsible includes 40% administrative support, 30% human resources, 25% Board of Directors supports, and 5% other duties as assigned.

Director Ortiz shared that these responsibilities were previously part of the Support Services Coordinator position. Due to increases in student needs which caused the scale of operation to increase, the LSU introduced additional scopes of services such as WEPA printing service, nap room, and so forth. Director Ortiz clarified that the additional services yield additional student assistants and increased workload. With an increased work force the Support Services Coordinator oversees 15 student assistants (the second largest team within the LSU).

Due the increase focus and change in scope of responsibilities for the Support Services Coordinator, Director Ortiz took on more administrative/clerical tasks. With the addition of an Assistant to the Director, it is expected to alleviate administrative burdens that cause bottle necking delays.

The Board of Directors reviewed the position description and discussed the minimum qualifications for the position. Minimum qualifications include a bachelor's degree in Administrative Management, Human Resources, Communication, or related fields. As well as a minimum of five years of experience. Taking into account the demographic and community DH serves, the Board discussed the addition of Spanish as a minimum requirement. The Board asked the Personnel Committee to explore if Spanish should be added as a preferred requirement in all job descriptions.

President Designee Deborah Roberson moved to approve the Assistant to the Director position description. Academic Senate Representative John Menary seconded the motion.

The motion passed.

***Motion passed. 9-0-1***

**b. Director Evaluation**

On behalf of the Personnel Committee, Assistant Director Business Services Jaime Leal presented the LSU Director Evaluation Process. The Director evaluation gathers feedback from staff, and the Board of Directors appraising the Director's performance from the current fiscal year. The Personnel Committee manages the evaluation and the results shared at the June Board meeting. The evaluation is based on a seven-point scale and eight evaluation categories. Such as organization and planning skills, relationship with the Board, relationship with staff, leadership effectiveness, managerial and administrative effectiveness, interaction with and development of CSUDH students, representation of union to others, and other observations. During the May 7, 2021 Board meeting, members of the Board will have an opportunity to complete the evaluation.

**c. ASI Student Climate Report to Board**

ASI President Rihab Shaib presented on ASI advocacy efforts completed on the fall and spring semester. She stated that ASI is the official student voice on campus and charged with enhancing the student experience through advocacy, student growth, and leadership. ASI understood that the student experience would be primarily virtual this academic year and intentionally desired to be creative with their student advocacy. By bringing the student experience and voice to the forefront of all decision-making, and finding creative ways to engage the student body. Based on surveys, one-on-one conversations, and social media, ASI identified three common themes: virtual learning challenges, student support services, and police presence on campus.

The primary challenges with virtual learning revolves around technology issues. Such as unreliable WiFi, lack of access to necessary devices and software. Students' home environment also posed a problem; factors include not having a designated space at home to engage in class or coursework, or not having a safe space and support due to having marginalized identities. Student have struggled with getting support and clear instruction from their professors. Student have questioned if they received the same quality of education. Based on these challenges, ASI's advocacy outcomes included engaging and informing the Academic Senate. Establishment of Connecting with Students Webinar where student shared what is working and not working for them. Establishment of Start of Spring

Symposium where student talked to their college support staff and dean directly. As well as IT support service referrals like the IT loaner program.

Surveys indicated that students needed and wanted more student support services. Such as mental health support, free books, financial education, Planned Parenthood services, writing center support, and child care services. ASI was able to increase scholarship funds for book scholarships, technology scholarships, and increased the Toro Tuesday Scholarship fund. In efforts to bring awareness, ASI informed students of the Proposed Health Center fee increase. Students went to open forums and shared their needs for the Health Center. A need for child support services was expressed in survey responses and student comments at town halls, which propelled the reopening of ASI's Child Development Center.

Many students have expressed their discomfort with police presence on campus. ASI is considering how they can ensure student voices and experiences are heard. Knowing that it is a system wide issue, ASI has collaborated with sister campus to learn how they are approaching the matter. Also they are working with CSSA, and working with administrators to create open dialogue between students and police. ASI is looking to conduct a survey and/or a guest speaker series to ensure ASI gathers as many student voices related to this issue.

Some of the ways ASI is staying connected with Students is by meeting them where they are (in class), being open to student perspectives, and making ASI as open as possible.

d. **Academic Affairs Student Climate Report to Board**

Vice Provost Ken O'Donnell presented the Academic Affairs Student Climate Report to the Board. Vice Provost O'Donnell shared how Academic Affairs are prioritizing the needs of students in the fall. As they plan, three factors influence decision-making: the state of the pandemic/public health, system guidelines/direction, and the priority on teaching and learning without eroding the quality of the degree.

Vice Provost O'Donnell shared CSU Chancellor Joseph Castro's optimism that system wide a majority of classes will return to face-to-face instruction in the fall. As a campus in the middle of a hotspot, infection rates in the Los Angeles region are higher than the national and state levels. Vice Provost O'Donnell shared that this is due to the Los Angeles region meeting four of the main conditions for serious complications resulting from COVID-19. Such as majority of residents having pre-existing health conditions, shortage of medical care, high employment in front-line or services industries, and high population density. Within the DH community, COVID-19 fatality rates and infection are worse than the Los Angeles region. Vice Provost O'Donnell shared that as vaccines increase all four conditions will continue to apply to the community.

Students have lost family members and jobs. Even if herd immunity is reached by June/July, high stress and discomfort to return to pre-pandemic instruction is expected. Vice Provost O'Donnell informed that students and faculty experiencing high stress and discomfort are not great conduits of effective teaching. The campus plans to progress slowly, and continue with a majority of online instruction. Academic Affairs has received feedback from students and faculty that they are eager to return but only if they can be kept safe. The University plans to prioritize hands-on learning such as labs, dance, ceramics, and so forth. Students have expressed a need to have a space on campus to work, study, and think. Vice Provost O'Donnell expressed that a space for study will be hardest to accommodate because that is when people linger for hours in focused work, and likely to spend time with people outside their household. Vice Provost O'Donnell shared that more additional Toro Touchdown Spaces are needed to accommodate space for study. Since these spaces are outside, the risk of spread decreases.

Vice Provost O'Donnell expressed the importance that students, faculty and staff complete a survey assessing their comfort in returning to campus. The University plans to release period surveys because they anticipate that feelings will change as the situation changes.

The Board inquired if vaccinations were to increase would that influence or speed up the timeline. Provost O'Donnell informed that with a raise of vaccinations, the University still anticipates holding around 25% of face-to-face instruction in the fall.

***Community Representative Tamala Lewis left at 11:44 AM.***

**e. Engagement Update**

Activities Assistant Brian Avalos and Graphic Designer Alejandra Alfaro presented the LSU Engagement Update. They shared that the LSU's main delivery of programs and campaigns are through social media. In order to maximize engagement, the LSU monitors four engagements types (likes, comments, shares, and saves) on Instagram. The LSU employs different strategies engage with audiences such as the use of different delivery platforms, creation of content that students find valuable and align with organizational culture, and use of the "best friend" as a brand voice. A few programming events include "Out of the Box" were the LSU delivers a package and students can cook a meal or create a craft while following along virtually. Another program initiative includes the shipping of free Toro mask holders to over 700 students. Lastly, the LSU transitioned one of its most popular programs online "Latin Crush", which highlights and celebrates the LatinX culture. The Latin Crush 14-post social media campaign saw 3000 likes, 2000 comments, over 600 shares, and won first place in the 2021 ACUI Steal this Idea competition for Best Social Media Campaign.

Along with student programs, the LSU has actively promoted BOD engagement. New engagement strategies were implemented that featured student Board members. The strategy is to build comfort and familiarity, boost participation and drive recruitment. Some content examples include pre-meeting announcements, meeting recaps, and recruitment campaigns.

The LSU has the third highest Instagram following (3668 followers) by any DH group. The LSU has also improved its website to increase engagement by being visually enhancing and appealing. The LSU has reduced its imaging sizes to improve processing speeds. Enhanced the Board of Directors webpage to be on-brand, friendly, and simple to navigate. The LSU has also converted from paper forms to e-forms, which was found to be more effective, and user friendly. The contests and giveaways webpage was developed to advertise events, contest guidelines, and showcase past winners. Lastly, the Toro Touchdown Space saw a total of 993 users access the webpage in March alone.

**12) Public Comment**

There were no public comments.

**13) Announcements**

The LA Galaxy Season will begin on April 25th at 2:30pm to limited guests.

The next Board of Directors meeting will be Friday, May 7, 2021 at 10:00 a.m.

**14) Adjournment**

Chairperson Anthony Thompson adjourned the meeting at 12:07 p.m.

Approval of minutes:

\_\_\_\_\_ or \_\_\_\_\_

Secretary

Chairperson, Anthony Thompson

Date of approval: \_\_\_\_\_